



State of Tennessee Department of Children's Services

**Administrative Policies and Procedures: 30.11**

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**Subject: Issuance of Pagers**

**Supersedes:** DCS 30.11, 09/01/01

**Local Policy:** No

**Local Procedures:** No

**Training Required:** No

**Applicable Practice Model Standard(s):** No

**Approved by:**

**Effective date:** 09/01/01

**Revision date:** 11/01/04

**Application**

To All Department Of Children's Services Employees

**Authority:** TCA 37-5-106

**Policy**

The Department of Children's Services (DCS) shall adhere to the rules and regulations promulgated by the Department of General Services for the leasing of pagers and procurement of paging services.

Pagers shall be issued only to staff whose job duties require that the employee be accessible at all times during working hours or for on call availability during non-working hours.

**Procedures**

**A. Ordering Pagers**

1. The division of Support Services office shall order pagers requested for:
  - a) Central Office
  - b) Regional/Field Offices
  - c) DCS Group Homes

2. Youth Development Centers shall order pagers only for their facilities.

**B. Approving authorities**

The appropriate approving authorities must sign requests for pagers as listed below:

1. **Regional offices/field offices** – Regional Administrator/designee
2. **DCS Group Homes** – DCS Group Home Supervisor and the Director of DCS Group Homes/designee
3. **Youth Development Centers** – Superintendent/designee
4. **Peabody RTC** – Executive Director of Juvenile Justice
5. **Central Office** – Central office directors/designee of each respective division

**C. Quarterly listing of active pagers**

1. Each quarter, the approving authority or designee shall forward to the Director of Support Services an accurate and complete listing of pagers. The listing shall include:
  - d) Employee name
  - e) Pager number
  - f) Access code
  - g) Verification that job responsibilities require issuance of a pager
2. The approving authority must sign the report and include a statement verifying that each employee on the list need a pager in order to perform their job responsibilities.
3. Report Due Dates:
  - a) July 1
  - b) October 1
  - c) January 1
  - d) April 1

**D. Lost and defective pagers****1. Lost pagers**

- a) Central Office, Regional/Field office, and Group Home employees shall immediately, upon acknowledgement that a pager is lost, report a lost pager to their supervisor. The supervisor shall provide a written notice of the loss to the approving authority.
- b) The approving authority shall forward the notice to the Division of Administrative Services and shall include a request for a replacement pager if a pager is still needed by the employee. Both the employee and the supervisor must sign the notification. Employees shall pay for the lost pager if the loss is due to negligence on their part.
- c) Youth Development Center employees shall immediately, upon acknowledgement that a pager is lost, report a lost pager to their supervisor.
- d) The supervisor shall provide a written notice of the loss to the approving authority and shall include a request for a replacement. Both the employee and the supervisor must sign the notification. Employees shall pay for the lost pager if the loss is due to negligence on their part.

**2. Defective pagers**

- a) Employees shall report a defective pager to their approving authority.
- b) The approving authority shall report the defective pager to the issuing vendor.
- c) The issuing vendor shall send a replacement pager at no cost to the employee or State.
- d) Upon receipt of the replacement pager, the approving authority shall return the defective pager to the vendor to avoid being charged for two pagers.

**E. Batteries**

Each Division shall maintain a supply of batteries to replenish pagers assigned to their respective area.

**Forms**

None

**Collateral Documents**

*None*

**Standards**

None